



IBM Business Analytics

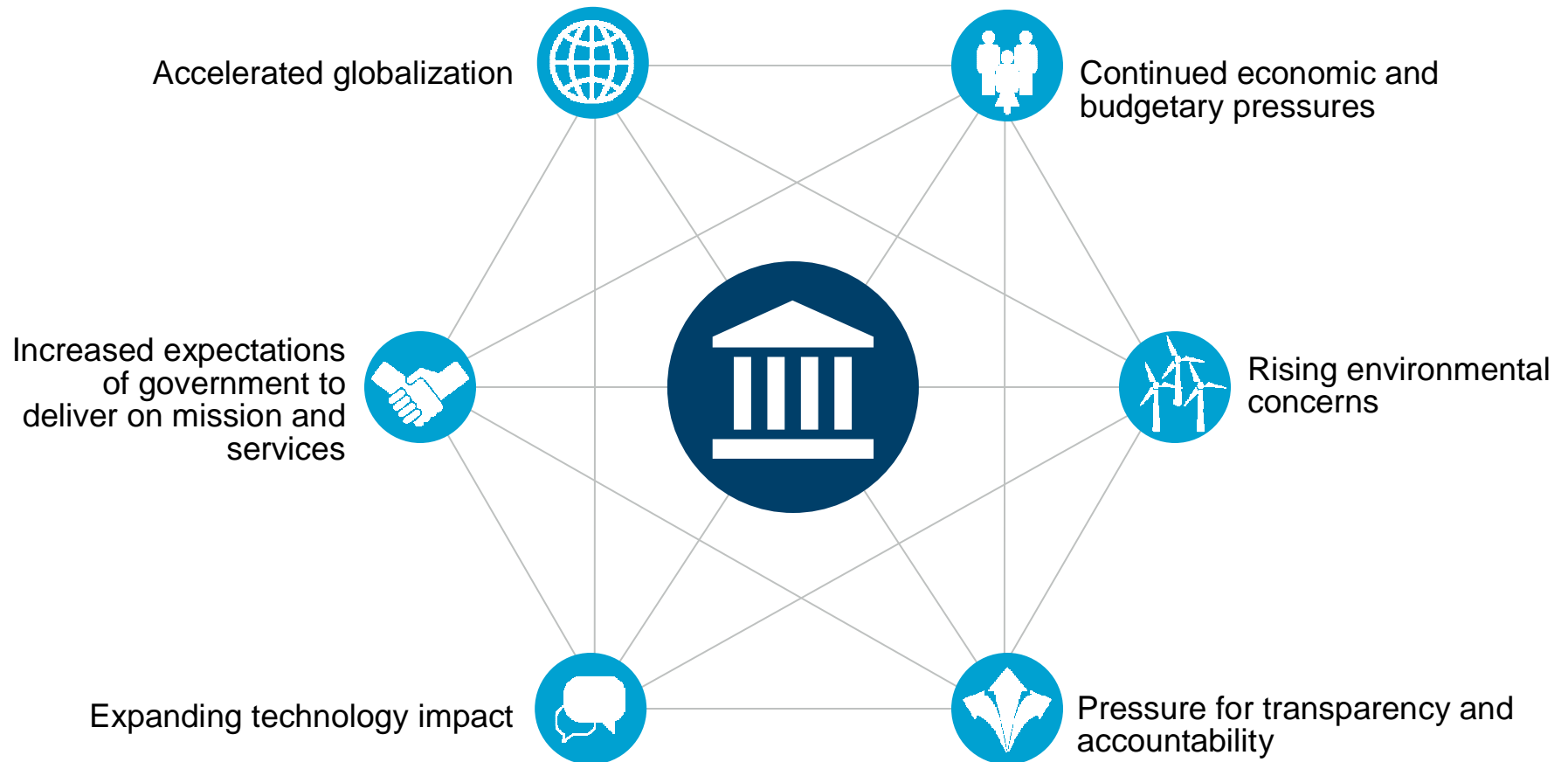
- **About Robert Dolan, Jr.**

- Robert Dolan, Jr. is the Worldwide Industry Executive for Public Sector for IBM Business Analytics. In that role, he is responsible for defining the business analytics solution strategy for public sector worldwide and working with public sector leaders to implement outcomes-based performance strategies to help the public sector deliver the best possible services to their constituents.

- **About IBM**

- The IBM Business Analytics portfolio has a range of solutions built to uncover insights for specific industries such financial services, public sector, distribution, industrial and communications as well as deliver insights for cross industry solutions such financial performance, customer relationship, human capital, advanced case management, supply chain and asset optimization. These solutions are built based on our experience working with clients in each of these areas.
- The IBM Business Analytics Government team brings together a breadth of experience that is second to none among our competitors in the BI and performance management space. With a customer base of well over 2,000 government agencies worldwide, this vertical has experienced steady, consistent year-over-year growth that has made it the largest business analytics sector.

State governments must lead in the face of new challenges



The key is to eliminate silos that can isolate decision-making, impact performance improvement and outcomes



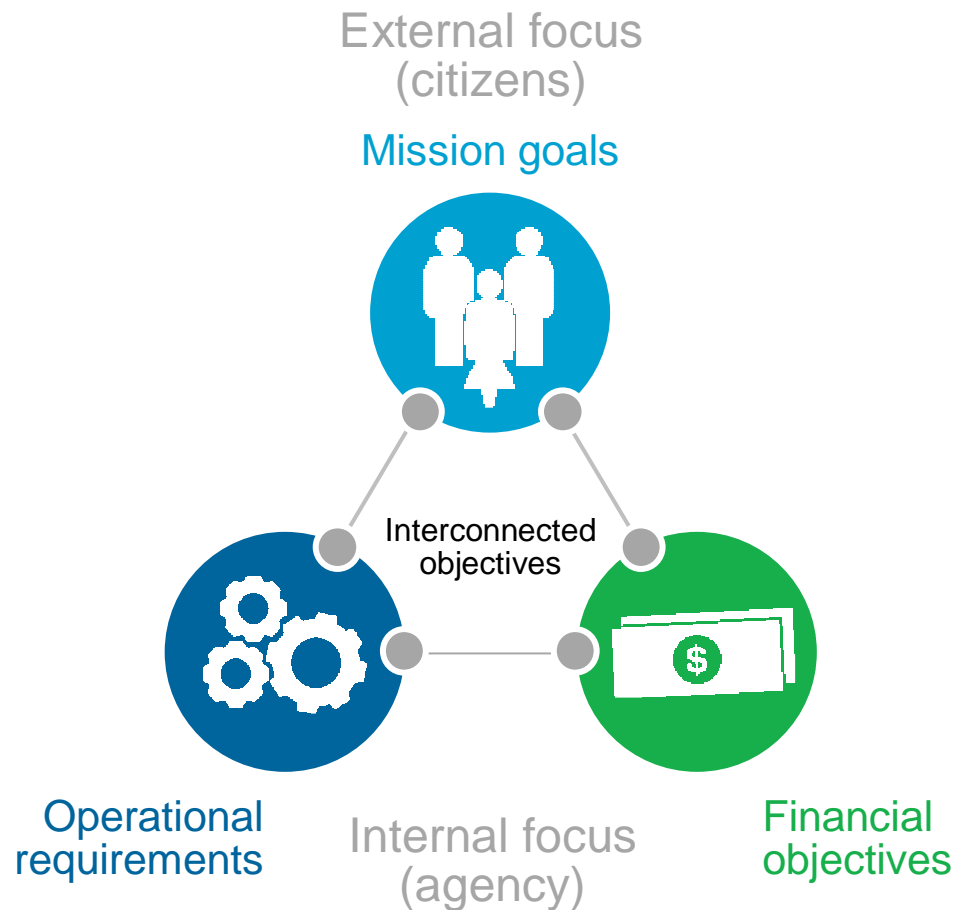
Becoming an outcomes-based government means connecting the state government together with “one version of the truth”



Driving a culture of performance must be pervasive throughout the organization, at all levels

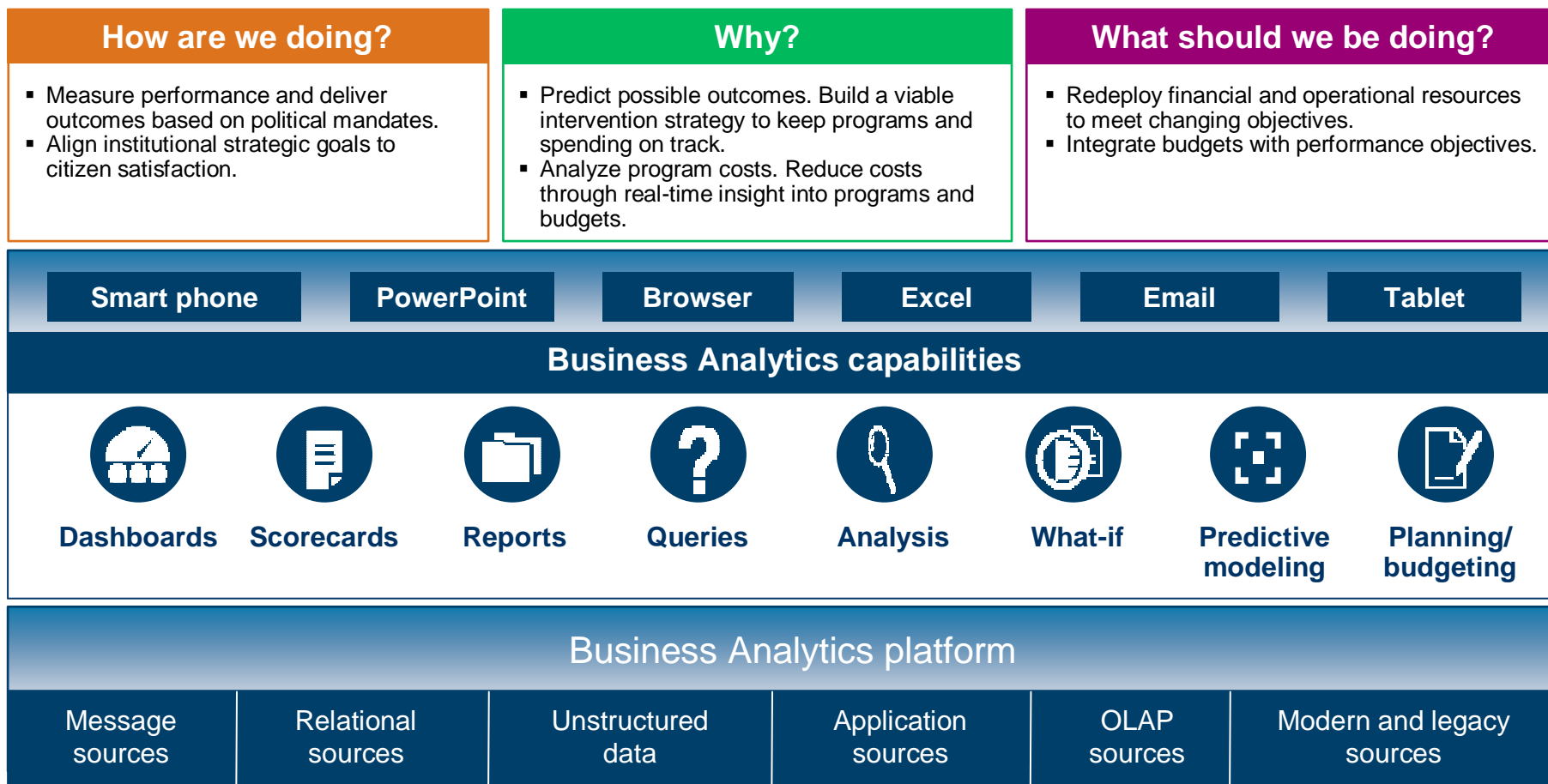


Analytics in government leads to smarter decision-making, better outcomes and improved performance



- Collaborative decision-making
- Holistic view of programs, budgets and results, today and in the future
- Managing and reducing risk
- Improving operational efficiency
- Increasing transparency and accountability

How do we get started?



Deploying analytics throughout state government

Improved decision making through deeper insight to needs, programs and budgets



- Citizen services analytics
- Program performance analytics
- Analytics for managing budgets
- Analytics for managing operations
- Analytics for revenue management
- Analytics for public safety



The State of Ohio Delivers Business Intelligence With a 'Think Global, Act Local' Organizational Model



The need:

The decentralized BI program that followed the initial OAKS rollout led to uncontrolled replication of data, lack of knowledge of available data, and a lack of understanding of which reporting tools to use. The departmental approach to reporting provided only limited support for users. Reporting teams were scattered across EPM, FIN and HCM groups.

The solution:

An IBM BI solution that provides effective, efficient reporting, analysis and scorecards from a collection of heterogeneous information sources.

What makes it smarter:

- The State of Ohio created a multiagency BI Shared Council (BISC) to represent all agencies, boards, commissions and institutions of higher education.
- The state delivered a new BI system that provides consistent statewide reporting from its core OAKS ERP applications and are available to all state agencies.
- Individual agencies are empowered to augment the central BI solution by extracting data from the core data warehouse, integrating it with their own agency data, and creating new reports using standardized BI capabilities.
- The OAKS BI project team established audit processes and a set of automated controls to identify data quality issues with incoming data, blocking low-quality data from entering the warehouse.

“BI implementation is a critical, complex initiative and needs to be driven by the agencies — OAKS is facilitating the effort, to drive a successful solution.”

— Case Study: *The State of Ohio Delivers Business Intelligence With a 'Think Global, Act Local' Organizational Model*, The Gartner Group, 28 January 2011



Source: Case Study: *The State of Ohio Delivers Business Intelligence With a 'Think Global, Act Local' Organizational Model*, The Gartner Group, 28 January 2011

Achieving Smarter Government



- ✓ The Texas Education Agency can pull data out of its data warehouse and proprietary systems efficiently; has instant access to reports that used to take painstaking hours to create; increased accountability; integration with homegrown security systems; self-service reporting without programming or coding; report bursting.



- ✓ Alameda County Department of Social Services achieved deep, real-time understanding of case and program status; deeper insight between benefit recipients and programs; direct savings of more than US\$11 million through waste reduction.



- ✓ The Clark County, NV Department of Family Services identified \$10 million in new federal revenue sources; better monitors case worker compliance with state policies; and eliminates the need for multiple spreadsheets and hand counting of information.

Smarter governments deliver better outcomes with analytics

The IBM “Power of analytics for public sector” study verifies this...



Better, fact based decision making in the important than ever – the roles for analytics

Profound implications	→ Ex
<ul style="list-style-type: none">Higher expectations, heightened scrutinyEmerging enterprise roles alongside the “natural silos” of missionsTensions – governance, management and oversightFocus of information management shifts from collection to usage – new opportunitiesHeightened competition for analytics talent, analytics leadership	F S

“Across the country, all are struggling at a minimum level to figure out how leading edge, ... [it’s] how to find the new models ... Not a time of cuts, but ways to deliver services and think of what the local government of the future

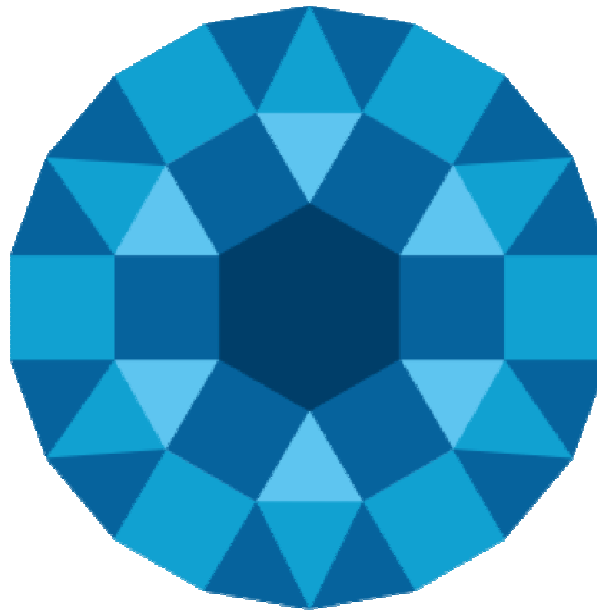
Christopher Hoene, Director of Research and Innovation, National League of Cities, USA

Source: IBM Institute for Business Value

IBM Business Analytics Government Forum 2011

- Collaborative, outcomes-based government
- Fact based decision-making
- Improved services delivery
- Deeper program and budget analysis and evaluation
- Better risk management
- More focus on outcomes-based government.
- Looking to tomorrow instead of looking at yesterday.

For more information
ibm.com/software/analytics/government



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